

DO NOT DETACH
FROM STAMPED PTO 21 JAN 2005

Nixon & Vanderhye P.C. (10/99)
(Domestic Non-Assigned/Foreign)

RULE 63 (37 C.F.R. 1.63)
DECLARATION AND POWER OF ATTORNEY
FOR PATENT APPLICATION
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

As a below named inventor, I hereby declare that my residence, post office address and citizenship are as stated below next to my name, and I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

IMPROVEMENTS IN OR RELATING TO INFORMATION PROVISION FOR CALL CENTRES

the specification of which (check applicable box(s)):

- is attached hereto
 was filed on _____

as U.S. Application Serial No. _____

(Atty Dkt. No. _____)

was filed as PCT International application No. PCT/GB2003/003189 on 25 July 2003

and (if applicable to U.S. or PCT application) was amended on _____

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above. I acknowledge the duty to disclose information which is material to the patentability of this application in accordance with 37 C.F.R. 1.56. I hereby claim foreign priority benefits under 35 U.S.C. 119/365 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed or, if no priority is claimed, before the filing date of this application:

Priority Foreign Application(s):

Application Number

02255275.6

0230158.8

Country

EUROPE

GB

Day/Month/Year Filed

29 July 2002

24 Dec 2002

I hereby claim the benefit under 35 U.S.C. §119(e) of any United States provisional application(s) listed below.

Application Number

Date/Month/Year Filed

I hereby claim the benefit under 35 U.S.C. 120/365 of all prior United States and PCT international applications listed above or below and, insofar as the subject matter of each of the claims of this application is not disclosed in such prior applications in the manner provided by the first paragraph of 35 U.S.C. 112, I acknowledge the duty to disclose material information as defined in 37 C.F.R. 1.56 which occurred between the filing date of the prior applications and the national or PCT international filing date of this application:

Prior U.S./PCT Application(s):

Application Serial No.

Day/Month/Year Filed

Status: patented

pending, abandoned

PCT/GB2003/003189

25 July 2003

PENDING

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon. And on behalf of the owner(s) hereof, I hereby appoint NIXON & VANDERHYE P.C., 1100 North Glebe Rd., 8th Floor, Arlington, VA 22201-4714, telephone number (703) 816-4000 (to whom all communications are to be directed), and the following attorneys thereof (of the same address) individually and collectively owner's/owners' attorneys to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith and with the resulting patent: Arthur R. Crawford, 25327; Larry S. Nixon, 25640; Robert A. Vanderhye, 27076; James T. Hosmer, 30184; Robert W. Faris, 31352; Richard G. Besha, 22770; Mark E. Nusbaum, 32348; Michael J. Keenan, 32106; Bryan H. Davidson, 30251; Stanley C. Spooner, 27393; Leonard C. Mitchard, 29009; Duane M. Byers, 33363; Jeffry H. Nelson, 30481; John R. Lastova, 33149; H. Warren Burnam, Jr. 29366; Thomas E. Byrme, 32205; Mary J. Wilson, 32955; J. Scott Davidson, 33489; Alan M. Kagen, 36178; Robert A. Molan, 29834; B. J. Sadoff, 36663; James D. Berquist, 34776; Updeep S. Gill, 37334; Michael J. Shea, 34725; Donald L. Jackson, 41090; Michelle N. Lester, 32331; Frank P. Presta, 19828; Joseph S. Presta, 35329. I also authorize Nixon & Vanderhye to delete any attorney names/numbers no longer with the firm and to act and rely solely on instructions directly communicated from the person, assignee, attorney, firm, or other organization sending instructions to Nixon & Vanderhye on behalf of the owner(s).

1. Inventor's Signature: X John Scahill

Inventor:

FRANCIS

(first)

J

MI

SCAHL

(last)

GB

(citizenship)

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(state/country)

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(Zip Code)

IP8 4NG

Date: 2nd SEPTEMBER

FOR ADDITIONAL INVENTORS, check box and attach sheet with same information and signature and date for each.

REST AVAILABLE COPY

RULE 63 (37 C.F.R. 1.63)
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Nixon & Vanderhye P.C. (12/95)

Page 2

2. Inventor's Signature:

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3. Inventor's Signature:

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Date:

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10/522024

DT15 Rec'd PCT/PTO 21 JAN 2005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

SCAHILL

Atty. Ref.: 36-1881

Serial No. Unknown

Group:

National Phase of: PCT/GB2003/003189

International Filing Date: 25 July 2003

Filed: January 21, 2005

Examiner:

For: IMPROVEMENTS IN OR RELATING TO INFORMATION PROVISION
FOR CALL CENTRES

* * * * *

January 21, 2005

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

IDENTIFICATION OF PRACTITIONERS TO BE RECOGNIZED

Of the Patent Practitioners identified in the concurrently filed Power of Attorney, please recognize the following listed Patent Practitioners as being of record in the above-identified application/patent.

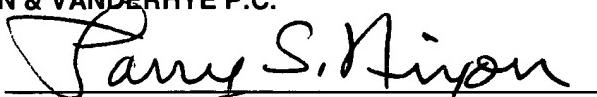
Listing of Practitioners of Record (No more than 10)

Larry S. Nixon	Reg. No. 25,640
Arthur R. Crawford	Reg. No. 25,327
Robert W. Faris	Reg. No. 31,352
Mark E. Nusbaum	Reg. No. 32,348
Michael J. Keenan	Reg. No. 32,106
Jeffry H. Nelson	Reg. No. 30,481
Michael J. Shea	Reg. No. 34,725
Updeep S. Gill	Reg. No. 37,334
Raymond Y. Mah	Reg. No. 41,426

Respectfully submitted,

NIXON & VANDERHYE P.C.

By:



Larry S. Nixon

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10/522024

DT15 Rec'd PCT/PTO 21 JAN 2005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

SCAHILL

Atty. Ref.: **36-1881**

Serial No. **Unknown**

Group:

National Phase of: **PCT/GB2003/003189**

International Filing Date: **25 July 2003**

Filed: **January 21, 2005** Examiner:

For: **IMPROVEMENTS IN OR RELATING TO INFORMATION
PROVISION FOR CALL CENTRES**

* * * * *

January 21, 2005

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

CORRECTION OF INVENTORSHIP

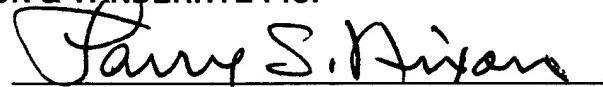
Attention is directed to the fact that the herewith first submitted inventors declaration includes a correction to inventorship as compared to earlier documents of record. Under current USPTO practice, it is believed that this is sufficient to correct inventorship, and accordingly it is requested that USPTO records be accordingly corrected.

Attached hereto is a copy of a formal notification to the International Bureau by the PCT applicant.

Respectfully submitted,

NIXON & VANDERHYE P.C.

By:



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Our Ref: A30230

URGENT

International Bureau of WIPO
34 Chemin des Colombettes
1211 Geneva 20
Switzerland

Telephone (020) 7356 8118
Facsimile (020) 7600 6891
Secretary (020) 7356 6145

Via Fax: 00 41 22 910 06 10
Confirmation by Mail

29 December 2004

Dear Sirs,

International Application No. PCT/GB2003/003189

Title: Improvements in or relating to information provision for call centres
BRITISH TELECOMMUNICATIONS public limited company

Addition of Applicant/Inventor to the Application

I refer to the above case, which has a 30th month deadline falling on 29 January 2005.

The details of two co-inventors (and co-applicants, for the US) were omitted from the request.

I now request that the details of the missing inventors-applicants be added. The details are:

Applicants and/or inventors

This person is : applicant and inventor

Applicant for : US only

Name (LAST, first) : DEANS, Paul Bryan
10 St Andrews Place
Melton
Suffolk

State of Nationality : GB

State of residence : GB

10/522024

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This person is : applicant and inventor
Applicant for : US only
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State of residence : GB

Please advice urgently if any other information or document is required. The writer can be contacted on +44 20 7356 8118.

Thank you.

Yours faithfully,

ROGER NASH
Intellectual Property Department